



# HOUSTON HOUSING AUTHORITY POSITION DESCRIPTION

Position Title: **Supervisor**  
 Department: **Housing Choice Voucher Program (HCVP)**  
 Supervisor: **Director of Housing Choice Voucher Program**

Exempt     Non Exempt                       New Position     Revision (see below)

Change of title                      Previous Revision Date: 11/01/2012                      Other (Please Specify) \_\_\_\_\_  
 Revised qualifications                       Revised duties \_\_\_\_\_  
 Expanded qualifications                       Expanded duties \_\_\_\_\_

Effective Date: 03/28/2018

Approved: \_\_\_\_\_  
**Vice President of Housing Choice Voucher Program**

Approved: \_\_\_\_\_  
**Director Human Resources**

## GENERAL SUMMARY

The duties of the position include a wide range of activities in support of the administration of 3,700 Housing Choice Vouchers. The Team Leader is responsible for managing the daily activities of a group of 8 housing professionals including overall performance and compliance with HUD rules. Reports to the Director of the Housing Choice Voucher Program.

## PRINCIPAL DUTIES AND RESPONSIBILITIES

### Annual Re-certifications, Interim Adjustments and Owner Rent Increases

- Monitor overall team compliance including:
  - a. ensure that 98 percent of annual re-certifications are completed in a timely manner.
  - b. compliance for zero income, zero HAP households.
  - c. timely completion of moves and interim re-certifications
  - d. program terminations.
- Responsible for hiring, training and supervision of Assistant Supervisor and Housing Specialists.
- Responsible for monitoring overall productivity and quality of staff.
- Ensure accurate and timely 50058 forms are submitted to HUD in 90 percent of all cases.

### Customer Service and Files

- Ensure that applicants, participants and landlords are treated in a courteous and professional manner, with phone calls returned promptly and complaints investigated and resolved in a timely manner.
- File logs used to track participant file locations are maintained in an accurate manner so that all files can be located at any time.

### **General**

- Prepare various reports for the Director of the Housing Choice Voucher Program.
- Communicate with applicants, participants, landlords/owners and co-workers in a manner that is courteous and professional.
- Participate in the revision to departmental policies and procedures.
- Perform other duties as assigned.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of HUD policies, and other federal, state and local laws, rules and regulations related to low income housing and Houston Housing Authority policies.
- Knowledge of good public policy practices and procedures.
- Knowledge of oral and written Spanish preferred but not required.
- Knowledge of HUD Housing Choice Voucher and Housing Quality Standards (HQS) rules. Must achieve certification in HCV, HQS, and Rent Calculation within one (1) year of hire.
- Ability to communicate with and relate to persons of diverse backgrounds and abilities and to establish and maintain effective working relationships with participants, landlords and the public.
- Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- Ability to supervise others effectively and collaboratively, reinforcing good performance and dealing firmly but fairly with less than satisfactory performance.
- Ability to meet both internal and SEMAP program deadlines.
- Ability to plan and prioritize work.

### **COMPLEXITY / SCOPE OF WORK**

- The employee will be required to make sound managerial decisions demonstrating strong leadership skills.
- The employee will frequently be required to use independent judgment in making recommendations and decisions.
- The employee has significant responsibility for updating procedures and guidelines to ensure that they are effective, efficient and comply with HUD requirements.
- Employee performs multifaceted work requiring a deep understanding of HUD rules and requirements relative to Voucher program eligibility, income, rent, inspections and contract procedures.
- The employee must be able to handle complex interpersonal situations involving conflicts between assisted tenants and landlords with skill and professionalism.
- The employee's work is essential to the successful operation of the voucher program. The employee's efforts affect the Houston Housing Authority's ability to earn administrative fees and to obtain additional vouchers and funding.
- The employee is responsible for both the compliance and performance of the Housing Choice Voucher Program staff, as well as, the program outcomes they produce.

- Receive both written and oral instructions.
- The employee must be able to work independently, performing complex work in an accurate and timely manner without close supervision.
- The position entails balancing competing priorities and analyzing the affordability of various proposals from staff.

## **GUIDELINES**

- The employee performs duties by following the HUD Code of Federal Regulations, HUD handbooks, HUD Transmittals, the Houston Housing Authority Administrative Plan, the Houston Housing Authority Housing Choice Voucher Program Guide to operations and other instructional memos.
- Methods for accomplishing routine work are at the discretion of the employee, subject to existing practices and procedures.
- Historical practices and verbal instructions from supervisors are also available.

## **SUPERVISORY CONTROLS**

- Employee supervises the Assistant Supervisor and Housing Specialists.

## **PERSONAL CONTACTS**

- The employee has contact with Houston Housing Authority employees at all levels and with various categories of persons including; the general public, residents, landlords, and representatives of various public agencies.
- The primary purposes of contacts are to gain, clarify, or give information; plan, coordinate, and advise on work efforts; motivate, influence, or direct persons or groups; and to justify, defend, negotiate, or resolve controversial matters or issues.
- The employee may come into the possession of confidential information either with Housing Choice Voucher participants or employees. A high level of discretion must be maintained at all times.

## **PHYSICAL DEMANDS / WORK ENVIRONMENT**

- Work is principally sedentary, but may involve some physical exertion, such as kneeling or crouching to obtain files, and eyestrain from working with computers and other office equipment.
- There is some degree of stress resulting from contact with applicants, participants, landlords, the public and other employees.
- Work involves the normal risks and discomforts associated with an office environment, but are usually in an area that is adequately cooled, heated, lighted and ventilated.

## MINIMUM QUALIFICATIONS

- Bachelor's Degree in Business Administration, Public Administration, Urban Affairs, City Planning, Accounting, Sociology, Psychology or a related field is preferred.
- A minimum of eight (8) years of experience in public housing, Housing Choice Voucher Program, tax credit housing, assisted apartment management, or local government housing work (i.e. code enforcement, planning, and community development).
- Certification in Housing Quality Standards (HQS) Inspection, Income, Rent and Voucher program administration required within first year of employment (training and tests at Houston Housing Authority's expense).
- Bondable.
- Valid Texas driver's license.
- Eligible for coverage under Houston Housing Authority fleet auto insurance.

## DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.